DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: Level 3 Communications, LLC

Vendor website: http://www.level3.com/stateoftexas

Service Area: Data

Category: Internet

Dedicated Internet Access (DIA)

Level 3's Dedicated Internet Access (DIA) service combines essential enterprise internet features with global internet reach and scalability. DIA can be provided as a stand-alone service or in conjunction with Enhanced Network services.

* This is a DIR billed service

SERVICE DELIVERY SLA

Quote Request
3 Business Days

Installation Interval
DS-1: 28 Business Days
DS-3: 40 Business Days
OC-3 / OC-12: ICB

Disconnect Interval
45 Business Days

Service Term
12 Months

* DIR requires an additional 3 business days for processing of new orders and disconnects.

PERFORMANCE SLA

Availability
Greater than 99.995%

Mean Time to Repair (MTTR)
4 Hours

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

There are no additional customer requirements to obtain this service.

PRICING WITH DIR COST RECOVERY FEE (CRF)
(CUSTOMER PAYS THIS AMOUNT)

Cost Recovery Fee = 12%

Table 5.1: Internet Port Pricing					
CLIN	Speed Mbps	Price per 1Mbps, fixed, usage, or ACDR	MRC, excludes BURST on usage or ACDR	MRC Description	NRC
Level3-IP-00001	1.50	$70.93	$106.40	Assumes DS1 port	$0.00
Level3-IP-00002	3.00	$56.75	$170.24	Assumes 2xDS1 port	$0.00
Level3-IP-00003	4.50	$59.24	$266.56	Assumes 3xDS1 port	$0.00
Level3-IP-00004	6.00	$57.68	$346.08	Assumes 4xDS1 port	$0.00
Level3-IP-00005	9.00	$57.12	$514.08	Assumes 6xDS1 port	$0.00
Level3-IP-00006	45.00	$22.85	$1,028.16	Assumes DS3 port	$0.00
Level3-IP-00007	155.00	$13.82	$2,142.56	Assumes OC3 port	$0.00
Level3-IP-00008	622.00	$11.71	$7,283.36	Assumes OC12 port	$0.00
Level3-IP-00009	2488.00	$5.34	$13,280.96	Assumes OC48 port	$0.00
Level3-IP-00010	10.00	$34.61	$346.08	Assumes Fast-Ethernet (FE) port	$0.00
Level3-IP-00011	20.00	$26.66	$533.12	Assumes Fast-Ethernet (FE) port	$0.00
Level3-IP-00012	30.00	$18.55	$556.64	Assumes Fast-Ethernet (FE) port	$0.00
Level3-IP-00013	40.00	$21.34	$853.44	Assumes Fast-Ethernet (FE) port	$0.00
Level3-IP-00014	50.00	$20.25	$1,012.48	Assumes Fast-Ethernet (FE) port	$0.00
Level3-IP-00015	100.00	$14.76	$1,476.16	Assumes Fast-Ethernet (FE) port	$0.00
Level3-IP-00016	100.00	$10.95	$1,095.36	Assumes 100M on GigE port	$0.00
Level3-IP-00017	150.00	$9.42	$1,413.44	Assumes 150M on GigE port	$0.00
Level3-IP-00018	200.00	$10.00	$1,999.20	Assumes 200M on GigE port	$0.00
Level3-IP-00019	300.00	$9.52	$2,856.00	Assumes 300M on GigE port	$0.00
Level3-IP-00020	400.00	$9.04	$3,617.60	Assumes 400M on GigE port	$0.00
Level3-IP-00021	500.00	$8.57	$4,284.00	Assumes 500M on GigE port	$0.00
Level3-IP-00022	600.00	$8.09	$4,855.20	Assumes 600M on GigE port	$0.00
Level3-IP-00022.1	700.00	$7.85	$5,498.08	Assumes 700M on GigE port	$0.00
Level3-IP-00022.2	800.00	$7.76	$6,207.04	Assumes 800M on GigE port	$0.00
Level3-IP-00022.3	900.00	$7.25	$6,521.76	Assumes 900M on GigE port	$0.00
Level3-IP-00023	1000.00	$6.81	$6,807.36	Assumes 1000M on GigE port	$0.00
Level3-IP-00024	10000.00	$4.09	$40,880.00	Assumes 10G on 10Gbps port	$0.00
Level3-IP-00025	1000.00	$7.03	$7,031.36	Assumes 1G on 10Gbps port	$0.00
Level3-IP-00026	2000.00	$5.60	$11,200.00	Assumes 2G on 10Gbps port	$0.00
Level3-IP-00027	3000.00	$5.04	$15,120.00	Assumes 3G on 10Gbps port	$0.00
Level3-IP-00028	4000.00	$4.75	$18,995.20	Assumes 4G on 10Gbps port	$0.00
Level3-IP-00029	5000.00	$4.65	$23,240.00	Assumes 5G on 10Gbps port	$0.00
Level3-IP-00030	6000.00	$4.54	$27,216.00	Assumes 6G on 10Gbps port	$0.00
Level3-IP-00031	7000.00	$4.42	$30,968.00	Assumes 7G on 10Gbps port	$0.00
Level3-IP-00032	8000.00	$4.31	$34,496.00	Assumes 8G on 10Gbps port	$0.00
Level3-IP-00033	9000.00	$4.20	$37,800.00	Assumes 9G on 10Gbps port	$0.00
Internet Port Pricing does not include access loop cost or MEA equipment					
Off-Net Access pricing from Table 2.1, 2.2, 2.3, 2.4 or 2.5, or ICB					
On-Net TDM access from Table 3.1 or 3.2; on-net Ethernet access from Table 4.1					
MEA pricing from Table 5.2, if necessary					

Cost Recovery Fee = 12%

Table 5.2: TDM TO ETHERNET CONVERSION PRICING

CLIN			MRC	MRC Description	NRC
Level3-CPE-00001			$211.68	TDM to Ethernet circuit conversion	$756.00
Level3-CPE-00002			$358.40	TDM to Ethernet circuit conversion	ICB
Level3-CPE-00003			$896.00	TDM to Ethernet circuit conversion	ICB
Level3-CPE-00004			$896.00	TDM to Ethernet circuit conversion	ICB
Level3-CPE-00005			$1,164.80	TDM to Ethernet circuit conversion	ICB
Level3-CPE-00006			$1,164.80	TDM to Ethernet circuit conversion	ICB

Pricing column equals price of gear to get Ethernet from TDM circuits for Internet access

Customers shall have no obligation to pay Telecommunication Fees or Surcharges for Services offered through this Contract. If Vendor invoices Customers for any Telecommunication Fees or Surcharges (e.g., FUSF), Vendor shall credit the same amount of such charges back to the Customers on the same invoice and such Customers shall have no obligation to pay such Telecommunication Fees or Surcharges.

Level 3 Denial of Service Protection is a network-based solution and consists of mitigation capabilities and optional monitoring/detection feature. Attack traffic will be filtered at the network level before customer resources are impacted. Level 3 provided DDoS Protection from Layer 3 to Layer 7 attacks. Further, it provides for distributed mitigation capacity, DDoS forensics and incident reporting through a web portal.

Cost Recovery Fee = 12%

Table 6.1: DDOS (Denial of Service mitigation) Pricing

CLIN	Term: Years (Months)	Speed Gbps	MRC	MRC Description	NRC
Level3-DDOS-00001	1 (12)	1.00	$5,600.00	DDoS Mitigation – up to 1 Gbps of Clean traffic	$8,400.00
Level3-DDOS-00002	2 (24)	1.00	$5,320.00	DDoS Mitigation – up to 1 Gbps of Clean traffic	$8,400.00
Level3-DDOS-00003	3 (36)	1.00	$5,320.00	DDoS Mitigation – up to 1 Gbps of Clean traffic	$8,400.00
Level3-DDOS-00005	1 (12)	2.00	$10,640.00	DDoS Mitigation – up to 2 Gbps of Clean traffic	$11,760.00
Level3-DDOS-00006	2 (24)	2.00	$10,108.00	DDoS Mitigation – up to 2 Gbps of Clean traffic	$11,760.00
Level3-DDOS-00007	3 (36)	2.00	$10,108.00	DDoS Mitigation – up to 2 Gbps of Clean traffic	$11,760.00
Level3-DDOS-00009	1 (12)	3.00	$15,120.00	DDoS Mitigation – up to 3 Gbps of Clean traffic	$14,000.00
Level3-DDOS-000010	2 (24)	3.00	$14,364.00	DDoS Mitigation – up to 3 Gbps of Clean traffic	$14,000.00
Level3-DDOS-000011	3 (36)	3.00	$14,364.00	DDoS Mitigation – up to 3 Gbps of Clean traffic	$14,000.00

Customers shall have no obligation to pay Telecommunication Fees or Surcharges for Services offered through this Contract. If Vendor invoices Customers for any Telecommunication Fees or Surcharges (e.g., FUSF), Vendor shall credit the same amount of such charges back to the Customers on the same invoice and such Customers shall have no obligation to pay such Telecommunication Fees or Surcharges.

LEVEL 3 Geographic Availability

LEVEL 3 offers Data Services within the State of Texas.